

**WORK PROCESSES
MEDICAL ASSISTANT**

O*NET SOC CODE: 31-9092.00 RAIS CODE: 1085

DESCRIPTION: Perform any combination of the following duties under direction of a physician to assist in the examination and treatment of patients: Interviews patients, measures vital signs; such as pulse rate, temperature, blood pressure, weight, and height, and records information on patients' charts. Prepare treatment rooms for examination of patients. Drape patients with covering and positions instruments and equipment. Hands instruments and materials to doctor as directed. Cleans and sterilizes instruments. Inventory and order medical supplies and materials. Operates x-ray, electrocardiograph (EKG), and other equipment to administer routine diagnostic test or calls medical facility or department to schedule patients for tests. Gives injections or treatments, and performs routine laboratory tests. Schedules appointments, receives money for bills, keeps x-ray and other medical records, performs secretarial tasks, and completes insurance forms. May key data into computer to maintain office and patient records. May keep billing records, enter financial transactions into bookkeeping ledgers, and compute and mail monthly statements to patients.

Work Processes	Approximate Hours
1. Orientation and Safety Orient to work site Policies and Procedures of Office Evacuation/Disasters/Safety Plans Medical Law and Ethics	75
2. Maintain Good Patient Environment Infection control & hazards management Clean and Sterilize Instruments Maintain instruments in orderly fashion Prepare treatment rooms for exams	275
3. Vitals Temperature Height Weight Pulse Respiration Blood Pressure Charts Accurately on Patients Charts	350
4. Patient Care: (Assist with Medical Procedures) History Physicals Blood Work Minor Procedures (instilling eye/ear drops, irrigate ear canal, minor surgical procedures, remove sutures, dress wounds) Specimen Collection & Processing Transcription of Medication	2200

Infection Control & Hazards Management Routine Diagnostic Tests Administer Injections Schedule Medical Tests Insurance Forms and Reports	
5. Collection, recording and disbursement of non-medical data Inventory and order supplies and instruments Administrative materials/forms Clinical Supplies Filing, Faxing, e-mailing, mailing as required	300
6. Maintenance and use of filing systems and cross references Maintain Medical Records Computer Scheduling and Billing, Pegboard Method Process written communications Payroll Functions, General Financial Functions Phone Techniques	300
7. Acquisitions and retrieval systems for medical data Utilize specific medical software where available Manual charts and filing procedures where available	300
8. Operation of office equipment Computer system Phone system including fax Copiers Scanners Transcription	200
Total Hours	4000

RELATED INSTRUCTION CLASSES
MEDICAL ASSISTANT

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Classes will consist of a minimum of 144 hours of instruction each year

Classes may be: CPR, First Aid, OSHA Regulations, Medications/Injections, Human Behavior, Stress Management, Insurance & Coding, Business Technology, Applied Math, Applied Communications, Employability, General Administrative Duties, Computer Literacy, First Aid & Medical Emergencies, Psychology of Human Relations, Infection Control & Risk Management, Medical Law & Ethics, Nutrition, Patient Education, Basic Pharmacology, Professionalism, Teamwork, Medical Terminology, Vital Signs, Lab Test & Diagnostic Procedure, Clinical Chemistry, Bacteriology, Urinalysis, Hematology, Phlebotomy, Documentation, Human Anatomy & Physiology.

Classes may be taken at any vocational/career center or at any post-secondary school offering Allied Health Classes. Substitutions may be made depending on the needs of the apprentice or employer.

<u>FIRST YEAR SUGGESTED CLASSES</u>	<u>Approx. Hours</u>
1. Complete Cardiopulmonary Resuscitation CPR/First Aid Training—Obtain certification	9
2. Principles of Medical Ethics Apply professional standards	10
3. Patient Examinations	10
4. OSHA/Regulations CLIA obtain Standard Precautions Certificate	15
5. Patient Education, Disease/Medical Conditions	10
6. Medications/Pharmacology/Intramuscular injections/ Safety; Know classification, usages, side effects of medications	20
7. Terminology Basic/Advances Working knowledge of medical terms	10
8. Introduction to Human Behavior Able to deal with difficult clients	5
9. Stress Management Able to manage self and others	5
10. Communications/Basic computer skills Importance of clear directions and instructions Written and verbal	7

11. Anatomy and Physiology Working knowledge of body systems and Normal functions	10
12. Business Technology (General office procedures) Able to manage information	10
13. Insurance, coding	5
14. Applied Math	10
15. Vital signs	<u>5</u>
TOTAL HOURS	144

<u>SECOND YEAR SUGGESTED CLASSES</u>	<u>Approx. Hours</u>
1. Specialized Medical Terminology	33
2. Medical Office Management	33
3. Family Practice Clinical Assisting Procedures	33
4. ICD-9-CM Medical Office Coding	33
5. CPT Medical Office Coding	33
6. Specialty Clinical assisting Procedures <i>Techniques required performing: advanced/specialized procedure such as assisting with sigmoidoscopy, basic respiratory procedures, OB/GYN procedures physical agents to promote tissue healing, and basic nutrition.</i>	33
7. Computer Applications for the Medical Office	<u>44</u>
TOTAL HOURS	242